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DPHHS NEWS

JUN 25 1998
MONTANA STATE DEPARTMENT OF PUBLIC HEALTH & HUMAN SERVICES
1515 E. 6TH AVE.
HELENA, MONTANA 59620

June 1998

DPHHS Training Committees

Employee Training Committee

The Employee Training Committee has finished the design stage of its work. On April 28 the Committee presented recommendations to the Management Team meeting. There were a few suggestions for adjustments to the curriculum and the Committee has already met and incorporated the Management Team recommendations. The basic new employee orientation will continue to be done at the local work site based on a new, improved employee packet, which the Human Resource Office will mail to supervisors. The packet will contain information on personnel policies, safety, classification, incentive awards, retirement, training, insurance coverage, EEO/Affirmative Action, sexual harassment, deferred compensation, confidentiality, DPHHS mission/core values, organizational charts, a pay stub explanation, ethics, and the Department's Internet home page, as well as a checklist.

In addition to going through the packet, all new employees will view two videos: 1) the DPHHS introductory video, and 2) the Human Resources video (soon to be developed). The new employee's immediate supervisor will be responsible for assuring the packet and videos are reviewed.

Customer service training and safety training will also be presented in various parts of the state through the more traditional group training sessions. The Committee envisions diversity training, communications skills training and teamwork training to be covered in the customer service segment. Under the safety segment, office ergonomics, back injury prevention, non-violent crisis intervention and supervisory issues will be covered. The committee intends to have these courses available to all employees and expects that the classes on customer service and safety will be provided repetitively.

It is probably important to emphasize that "all employees" does mean "all" and everyone will be expected to attend these classes. A considerable amount of discussion and effort has gone into developing training curriculum that is relevant to "all."

CALENDAR OF EVENTS

Fireworks Safety Month
National Scleroderma Awareness Month

June 14-16

Governor's Summit on Youth:
Montana's Promise
Billings Holiday Inn and Convention Center
Contact: Kirk Astroth -(406) 994-3501

June 16-17

Legislative Finance Committee
State Capitol/Room 104
Contact: Legislative Fiscal Division
(406) 444-2986

June 17

Brown Bag Lunch Presentation
Cogswell Building/Room C-307
12:00 pm -1:00 pm
Contact: Dr. Mike Spence -(406) 444-1286

June 22

Governor's AIDS Advisory Council
Metcalf Building/Yellowstone Room
9:30 am -3:30 pm
Contact: Kathy Cook -(406) 444-3565

Joint Oversight Committee on
Children and Families

State Capitol/Room 437 — 9 a.m.
Contact: Leanne Kurtz (406) 444-3064

June 27 -July 5

National Prevention of Eye Injuries
Awareness Week

June 30

Community Day
DPHHS Offices — Livingston
Contact: Ken Pekoc (406) 444-2596

July 1

Brown Bag Lunch Presentation
Cogswell Building/Room C-307
12:00 pm -1:00 pm
Contact: Dr. Mike Spence -(406) 444-1286

July 15

Brown Bag Lunch Presentation
Cogswell Building/Room C-307
12:00 pm -1:00 pm
Contact: Dr. Mike Spence -(406) 444-1286

August 14

DPHHS Golf Tournament
Fox Ridge Golf Course — 9 a.m.
Contact: Robert Rule (406) 444-6794

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PLEASE RETURN

A Message From the Director



Laurie Ekanger
DPHHS Director

What's in MTPRRIME for you and me? On May 25 and 26 the DPHHS Management Team had an opportunity to hear from the MTPRRIME team and to preview many (many, many!) templates from the software itself. MTPRRIME, if you've forgotten, will replace all of state government's 20 to 30 year old custom designed

"legacy" systems: accounting (SBAS), budgeting, personnel (PPP), warrant writing, and inventory (PAMS). MTPRRIME stands for Montana's Project to Re-engineer the Revenue and Information Management Environment.

This is a really big deal.

For those "power users" whose job it is to work directly with one of these systems, this does mean change during the next year. I'm not a power user, but those of you who are will get the beefed up equipment and the training to use MTPRRIME this year. Since it is a Windows application it is quite user friendly. Of course it is several decades newer so is much slicker and easier to use and customize.

For potential "casual" users like me and other managers and program specialists, MTPRRIME offers a whole new, unexplored world of being able to access information and create our own reports. It allows us the ability to do it ourselves without having to bug the busy "power users." Since our equipment and training needs are not critical, they will be optional and secondary.

Do we all have to stop using WordPerfect and Lotus? MTPRRIME purchased a

Microsoft product so all the ancillary features are in Word and Excel. "Power" users will convert from the legacy systems to MTPRRIME completely. The rest of us can convert when and if we want to—but all bets are that we will want to.

The Ideal DPHHS. Describe the perfect boss, the perfect coworker, the perfect environment to do your best work. Your management team has tried to do that, based on feedback from last summer's employee survey. We gave this list of ideal characteristics to two interdivisional teams of employees to help us get from here to there. They have proposed a series of essential skills and made recommendations for training. The goal is to articulate what an ideal management style is in DPHHS and then train people to get there. We may not all be able to do it but we will all have a common understanding of what good management should look like for our department. We will also have an idea of what behaviors are expected of all of us as employees and will know what department values are.

Gary Curtis of the Director's Office chairs the management skills team and Vicky Turner of the Disabilities Division chairs the employee skills team. They reported their results at our Management Team meeting. (*See related front page article.*) I am really excited about their work. The next step is to put it into place for all of us.

There is no reason we can't be the ideal workplace, a model for others. We all want that and we certainly have the gifted and talented workforce to accomplish it. Now we also have a plan!

Lunch With the Director

Laurie Ekanger discussed several topics of concern with DPHHS staff at a recent "Lunch With the Director" session at the Northgate Plaza Building in Helena. Laurie stated, "I have really enjoyed meeting with DPHHS employees at these sessions. Your questions and concerns are valuable to me and I look forward to meeting more of you at future lunches."

Pictured clockwise: Director Laurie Ekanger, Donna Hansen, Mary Ann Wellbank, Sherri Rafter, Cathy Drynan, and Jim Greer.



Photo: Karen Trettn

(Training Committees . . . continued from Cover)

An implementation team is currently being formed to develop a time line and to present a Request for Proposal for the customer service portion of the training. The safety training will be presented by the Human Resources Office.

Management\Leadership Training Committee

The Management\Leadership Training Committee is currently doing the final edits on the Request for Proposal (RFP) for training for all department supervisors. The Committee hopes to provide the training to approximately 350 people in classes of about 20 at a time. They expect to offer the classes in seven different cities starting this fall. When the courses are offered, they will probably be presented in segments of 3 or 4 days in length.

The training will put an emphasis on "leadership;" being visionary and proactive, consensus building and decision making, creative use of resources and interpersonal relations. The Committee has further defined these areas of training for the RFP to ensure the training is based on the values that were set by the DPHHS management team last fall. The values were based upon the information received from last summer's employee survey.

Prior to signing a contract with a trainer, the committee expects to have a demonstration of the training styles to ensure that the training is presented in an interesting manner. The first full training presentation will be given to the administrators and some bureau chiefs, to ensure that they are supportive of the management philosophy and practices which are presented in the course.

For more information on either of these training committees, contact Gary Curtis at 444-9530.

Healthy Communities Workshops

What makes a community healthy? How can citizens mobilize their community's creativity and resources to create a better place to live and raise a family? How have "healthy communities" initiatives in Montana and around the country been able to succeed?

Tyler Norris, world renowned leader in the healthy communities movement, traveled to Lewistown and Kalispell in April to conduct two day-long workshops addressing these questions. A broad range of community groups were represented including local businesses, churches, health professionals, schools, the media, and city/county officials.

Sponsored by the Montana Healthy Communities Coalition and DPHHS, the workshop provided an opportunity for participants to collaborate with various organizations from their own communities to discuss their definition of health, a vision for the future, and how they can work together to achieve common goals related to the overall health and well-being of their citizens. One participant stated that this concept allows communities to "look at the broad, underlying problems, and not just jump in to put a Band-Aid on a symptom or two." Tyler's interactive style of teaching made it enjoyable and easy for participants to learn about effective tools such as community asset mapping, issues framing, civic index and process design.

There are approximately 15 local "healthy communities" initiatives throughout the state with several more in the beginning stages as a result of the workshop. "The Montana Healthy Communities Coalition will continue to foster the growth of this movement by providing ongoing mentoring and training programs to these local initiatives," stated Lynda Meldrum, State Healthy Communities Coordinator.

If you have any questions or comments, please contact Lynda Meldrum at 444-7324.



Introductions



Photo: Anne McDonough

Bob Maffit, Administrator Blind and Low Vision Services Program

Mailing address: 111 N. Sanders, Room 307
Helena, MT 59620

Telephone: (406) 444-4178
Fax: (406) 444-3632
E-mail: rmaffit@mt.gov

Every employee has a set of skills and a body of knowledge that enables them to do their job. However, not everyone accomplishes assignments in the same manner, especially if you are an employee with a disability. For 22 years Bob Maffit has supported Montanans with disabilities to help them obtain work and achieve independence. He is the Program Administrator for the Blind and Low Vision Program, which has four teams across the state in Billings, Great Falls, Butte and Missoula.

The Blind and Low Vision Program assists individuals with vocational rehabilitation and makes available specialized training involving activities with daily living. Because the average age of blindness is 50, most individuals have a work history and need new methods to manage information and be mobile. A synthesizer transforms written words to voice format to allow for effective information management. Dog guides, sighted guides and the use of canes enables individuals to be mobile. Since Bob's position requires him to travel throughout the state, he has perfected a technique he calls "telehitch-hiking," whereby he networks through the state motor pool and "hitches a ride."

Bob's family, (wife and three daughters), offers an optimal blending of technical and mobility support. Bob appreciates his wife's skillful balance in operating her Rocky Mountain Montessori school and driving him around in search of jazz or blues 78s at garage sales and junk shops. Bob has noticed lately that whenever a stack of 78s are located, his readers (wife and daughters) seem to scatter in all directions.

Bob's commitment and passion for his job are evident. "I like my job - it is a good fit for me," he says. It is that same passion that guides Bob to crank up an old Victrola, kick back and relax to some good old jazz or blues.

Access to DPHHS Systems

Listed below are the required procedures to acquire access to DPHHS networks and the mainframe:

1. To request the user identification number commonly referred to as the "C" number, the DPHHS Employee System/File Access Request form (*DPHHS-OM-300A, rev 9/97*) will need to be completed. If the user is not a DPHHS employee, then the Non-DPHHS Employee System/File Access Request form (*DPHHS-OM-300B, rev 9/97*) needs to be completed.
2. To request access to any of the DPHHS network servers, the Network Access Request form (*DPHHS-OTD-004, new 10/97*) also needs to be completed.
 - Contact the DPHHS Help Desk at 444-9500 to request forms. The Help Desk will have the latest versions of these forms. Both forms need to be completed and signed by employee and supervisor. Users may call Lottie Vossler, DPHHS Security Officer at 444-1752 with questions on completing the form.

(Continued on Page 5)

(Access . . . continued from Page 4)

- Both forms need to be returned to Lottie Vossler. Fax them to 444-7358, deadhead to 111 Sanders, or mail to DPHHS/OTD/NCB, PO Box 4210, Helena MT 59604-4210. A two-week time frame is needed to get these access requests processed. Some of the remote areas may take longer if it is required for the network staff person to travel to the location to add users.
- The user will be contacted by a network staff person with a user id and a password.
- The network and the mainframe will require the user to reset the password.
- Passwords should be unique and not easily guessed! Please DO NOT write the password down on paper or post it in places where others will be able to read it. DO NOT share your password, as this is a violation of state policy.

EARLY RETURN TO WORK PROGRAM A SUCCESS

DPHHS continues the downward spiral in the number of work-related injuries reported during FY98. Injuries have dropped to 425 work-related claims in FY98. This is a decrease from 755 claims in FY96 and 647 claims in FY97. However, the most significant accomplishment is the decrease in medical and wage benefits paid out to injured workers (*see graph*). This trend demonstrates that injuries are less severe and programs to return employees to work in "light-duty" positions have been successful.

This decrease affects the agency's insurance rates, which have also continued to decline since the creation of the DPHHS. Employees within the agency who participate in safety programs or adhere to safe practices should be commended for this impressive progress.

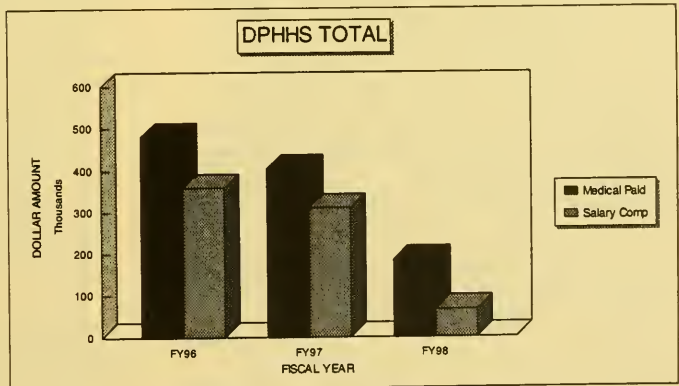
"Clearly, all across the department, employees and managers are thinking about safety and implementing safe work practices that protect employees and reduce the likelihood that an employee will be injured at work. We are thrilled to see this kind of spirit within DPHHS," said Kathy Battrick, the department's safety coordinator.

One of the most effective ways to control insurance costs is the establishment of an aggressive Early Return to Work program. This program allows injured employees to return to work sooner by allowing them to work part-time or in a modified position, thus speeding recovery. This early return from a medical leave also reduces costs, which could further reduce the agency's insurance rates.

According to Kathy, studies show that physical and psychological factors play a tremendous role in the recovery process. If an employer ignores injured employees, they first feel that they are not

important, wonder how they are going to put their life back together in order to be productive, and ultimately feel like an orphan. With an Early Return to Work Program, employees become productive members of the work team more quickly.

Questions or concerns about the safety program, safety issues, or Early Return to Work can be directed to Kathy at (406) 444-5937 or Rob Virts, the safety trainer, at (406) 444-6923.



OUTLOOK 97 — The new E-MAIL package

The planning phase of the new e-mail package roll out is officially in the works. Eventually all State of Montana e-mail users will be using the same e-mail package.

"What data do we migrate?" is an issue that government and companies contemplate when changing e-mail software. Most users want everything moved: calendars, items in their in-trays, items in their out-trays, file folders, etc. Keep in mind, when the official roll out of Outlook 97 takes place, there won't be enough time and/or resources to migrate all information from ZIP! Office to Outlook 97.

An automated procedure will be developed to move appointments and notes in a user's ZIP!Office calendar to his/her Outlook calendar. If an end-user wants in-tray, out-tray and folder items moved, there will be a manual procedure that will entail sending needed information from ZIP!Office to Outlook.

Have you checked your folders lately? Is everything you are keeping still pertinent? Can you purge some of the items? Is your in-tray or out-tray topping out at 100+ items? To prepare for the upcoming move, it is important that users start to purge their current e-mail data. Keep in mind, if you decide to send this information from one system to the next, you will have the monumental task of opening all the items and filing them in the new system.

Although definite dates are yet to be announced, the change is expected to take place next fall. Everyone will be kept up-to-date on the procedure that will be used to transfer important items from your old e-mail system to Outlook 97. In the meantime, do what you can to make this particular task easy on yourself.

If you have any questions or comments, please contact Rita Cross, Information Systems Specialist with the Operations and Technology Division at 444-9769, ZIP! or e-mail rcross@mt.gov.

DPHHS PERFORMANCE MANAGEMENT GUIDE

The mission of the DPHHS is: ***To improve, preserve, strengthen, and protect the health, well-being, and self-reliance of all Montanans.***

In order to attain this mission, the department must establish a performance-driven culture that is challenging, inspiring and provides growth and development opportunities for every employee. Leaders need to create a motivating climate and support employees by providing clear expectations, ongoing guidance, timely performance feedback, encouragement and appropriate resources. Employees must work toward their fullest potential through their own personal and professional development.

In support of these objectives, the Human Resource Office is in the process of developing a **Performance Management Guide** for managers and employees. The guide will assist managers in designing and implementing an effective performance management system and will provide employees with a better

understanding of the evaluation process. The guide is presented both as a training tool and as the policy document guiding the department performance management program.

The guide will not mandate a certain format for appraisals but will suggest several alternatives for managers and employees to consider as they develop an effective performance management system. Managers and employees will be encouraged to develop a performance management system that meets the needs of their work unit and their program. Any performance management system should provide accurate assessments of employee productivity and quality of work and motivate employees to higher levels of performance.

The guide is nearing completion and will be distributed in draft form to division administrators and union representatives for their review and comment.

Managers needing assistance in developing performance appraisals or appraisal formats may contact Patty Smith in the Human Resources Office at (406)444-4211.

MONTANA VETERANS HOME

Established as a result of the Montana Department of the Grand Army of the Republic's request for a soldier's home, the Montana Veterans Home (MVH) was built in 1896 to provide care for the increasing number of Civil War veterans throughout the state. Since its establishment, the home has served over 2,800 veterans from the Civil War, Indian Wars, Spanish-American War, World War I, World War II, Korean Conflict, Vietnam, and other military conflicts.

The Montana Veterans Home, located in Columbia Falls, is one of two Veterans Homes administered by DPHHS. This 90-bed, licensed and certified skilled nursing facility provides all the care that is typically found in any community nursing home. The program includes strong activities and rehabilitative nursing programs. In addition to the nursing facility, MVH operates a 40-bed domiciliary unit. The "Dom" provides supervision and assistance in a residential setting to veterans who are better able to meet some of their own self-care needs.

A variety of activities, such as weekly outings on the new bus, Jeopardy games, and record spins with a resident disc jockey, are presented to residents on a daily basis. Volunteers from Flathead Industries are utilized to assist with activities. Likewise, four Green Thumb employees, one full-time and one half-time activities aid, and the Activities Director constitute the Activities staff. This staff performs a myriad of daily activities with the nursing home residents.

According to Betty Personett, MVH Activities Director, "the Montana Veterans Home is proud to be different than other nursing homes. Veterans are unique, and serving them demands different approaches in many ways." For instance, many of the activities are geared toward men because they comprise the largest segment of the MVH population. Likewise, an active Resident Council meets twice a month to encourage residents to bring their needs and concerns forward, and aid in designing the calendar of events. Because of the increasing numbers of residents in more advanced stages of dementia-related diseases, many of the activities are impromptu as different needs arise each day.

MVH celebrated Nursing Home Week from June 1-5 with a variety of fun activities for residents. These activities included ice cream socials, potlucks, performances by the Senior Troubadours, and intergenerational day.

For further information about MVH, contact: Betty Personett at (406)892-3256.



(Photo : John Gardner)

Department Submits Demonstration Project Proposal

The Child and Family Services Division recently submitted a proposal for a Child Welfare Demonstration Project to the U.S. Department of Health and Human Services, Administration for Children and Families. If approved, the proposed demonstration project would waive some provisions of Part E of the Social Security Act to allow Title IV-E funds to be used for a subsidized guardianship program. The project would be statewide, including the reservations. Betsy Stimatz, DPHHS Permanency Planning Specialist, stated that "Guardianship is the preferred

permanency option for some children in foster care. The project hopes to serve approximately 100 children who are at least 12 years old and meet other eligibility requirements."

To obtain a copy of the proposal, contact Liz Tobel at 444-0690 or ltobel@mt.gov or visit the DPHHS website at <http://www.dphhs.mt.gov>. Written comments may be submitted to Betsy Stimatz, DPHHS, CFSD, P. O. Box 8005, Helena, MT 59601, bstimatz@mt.gov or directly to Michael W. Ambrose, Children's Bureau, Administration for Children and Families, P. O. Box 1182, Washington, D.C. 20013.

News and information about the programs and people in the DPHHS are presented in this monthly newsletter. This edition was produced by a committee of employees from various areas of the agency. The Newsletter Committee welcomes your suggestions and comments. Ideas may be sent by regular mail or ZipMailed to any committee member.

DPHHS attempts to provide reasonable accommodations for any known disability that may interfere with a person participating in any service, program or activity of the department. Alternative accessible formats of this document will be provided upon request. For more information, call (406) 444-2596 or 1-800-253-4091.

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The DPHHS web site can be visited at <http://www.dphhs.mt.gov>. The newsletter can be found in the Resource Room section.

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